# Computer Operations

DESCRIPTION OF MAJOR SERVICES

The Computer Operations division provides enterprise data center services and a portion of the county's communications services to county departments on a 24/7 basis. The division is comprised of three sections: Technology Operations, Information Technology (IT) Customer Service, and Core Solutions and Security. This budget unit is an internal service fund, which allows for net assets available at fiscal year end to be carried over to the next fiscal year to be used as working capital or for replacement of fixed assets.

Technology Operations provides for the design, operation, maintenance and administration of the county's Enterprise Data Center which supports the county's mainframe and includes server management for over 160 servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the county.

IT Customer Service assists departments in ensuring that their technology and business objectives are achieved. The division provides a Technology Support Center to handle service requests and problem tickets and IT Account Representatives to coordinate and assist departments in meeting their business and technology objectives.

Core Solutions and Security provides the county with global email, security direction and technology policies and procedures, along with technical services that support desktop communications and functions across the county.
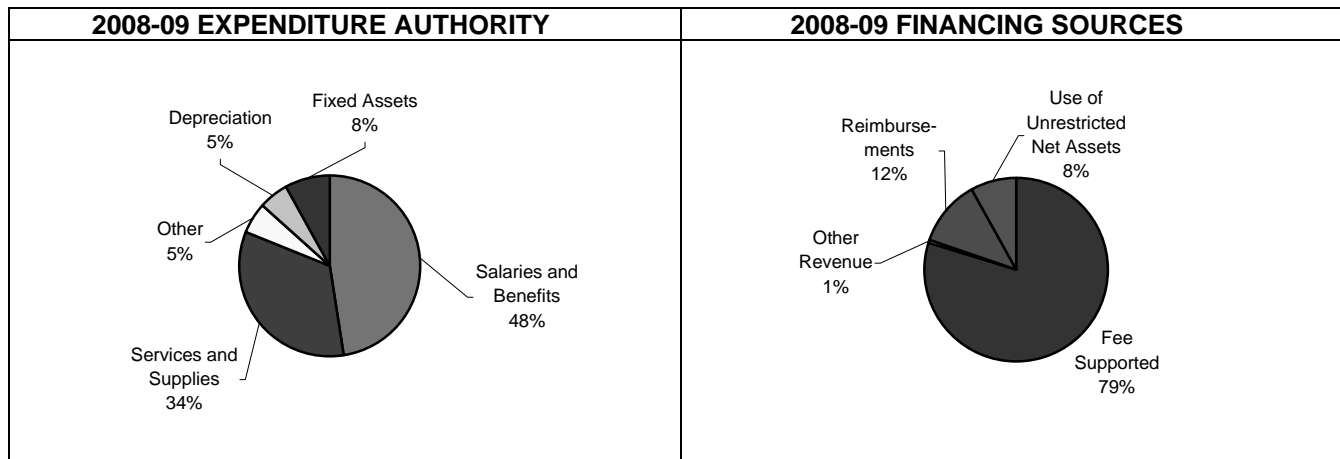
BUDGET HISTORY

5-YEAR BUDGET TREND	5-YEAR STAFFING TREND
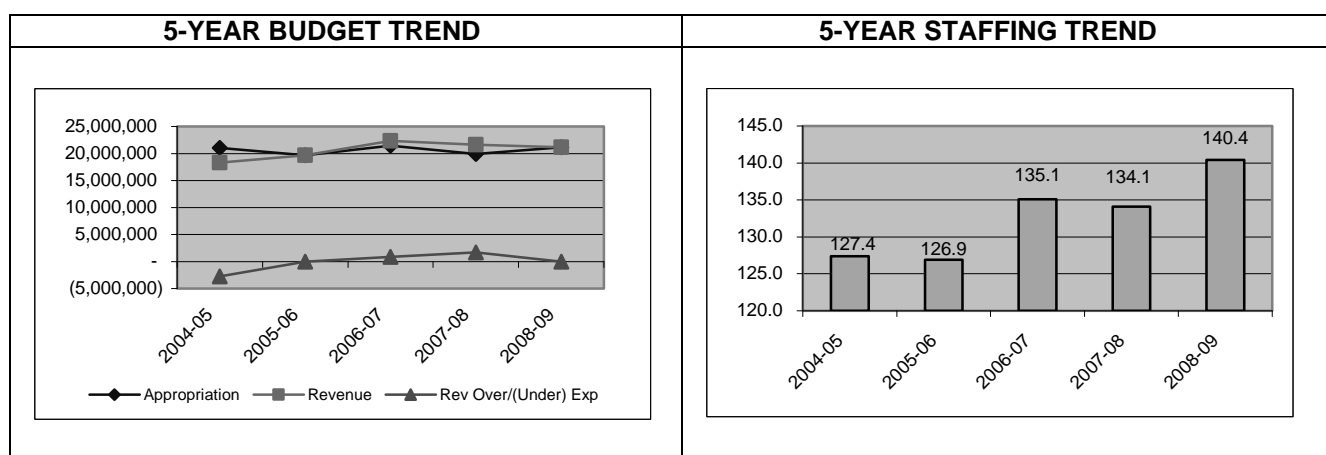
PERFORMANCE HISTORY

	2004-05 Actual	2005-06 Actual	2006-07 Actual	2007-08 Modified Budget	2007-08 Actual
Appropriation	22,587,930	19,831,935	19,683,263	19,939,665	18,135,154
Departmental Revenue	18,671,682	19,766,319	22,562,998	21,610,442	21,601,358
Revenue Over/(Under) Exp	(3,916,248)	(65,616)	2,879,735	1,670,777	3,466,204
Budgeted Staffing				134.1	
Fixed Assets	1,340,486	1,115,422	1,569,578	3,110,606	2,049,702
Unrestricted Net Assets Available at Year End	2,770,201	2,568,343	5,349,108		7,137,007

Actual appropriation for 2007-08 was below modified budget due to difficulty in recruiting IT positions, decreases in the usage of outside contractors and expenditures for IT products. Actual departmental revenue for 2007-08 was lower than modified budget as a result of reduced billable hours.

ANALYSIS OF FINAL BUDGET

2008-09 EXPENDITURE AUTHORITY	2008-09 FINANCING SOURCES

Depreciation 5%
Fixed Assets 8%
Other 5%
Salaries and Benefits 48%
Services and Supplies 34%

Reimbursements 12%
Use of Unrestricted Net Assets 8%
Other Revenue 1%
Fee Supported 79%

GROUP: **Administrative/Executive**
DEPARTMENT: **Information Services**
FUND: **Computer Operations**

BUDGET UNIT: **IAJ ALL**
FUNCTION: **General**
ACTIVITY: **Other General**

	2004-05 Actual	2005-06 Actual	2006-07 Actual	2007-08 Actual	2007-08 Final Budget	2008-09 Final Budget	Change From 2007-08 Final Budget
Appropriation							
Salaries and Benefits	9,527,099	10,124,342	10,499,579	11,451,738	12,169,300	12,490,960	**321,660**
Services and Supplies	12,192,843	9,754,441	9,368,332	7,530,229	8,365,768	8,548,073	**182,305**
Travel	-	-	-	-	-	310,770	**310,770**
Other Charges	3,517	113	-	-	17,654	6,868	**(10,786)**
Transfers	669,463	946,239	1,044,128	1,257,952	1,375,310	1,281,904	**(93,406)**
Total Exp Authority	22,392,922	20,825,135	20,912,039	20,239,919	21,928,032	22,638,575	**710,543**
Reimbursements	(1,738,904)	(2,059,226)	(2,335,758)	(2,811,550)	(2,695,152)	(3,060,551)	**(365,399)**
Total Appropriation	20,654,018	18,765,909	18,576,281	17,428,369	19,232,880	19,578,024	**345,144**
Depreciation	831,094	953,991	1,106,982	706,785	706,785	1,415,579	**708,794**
Operating Transfers Out	1,102,818	112,035	-	-	-	137,000	**137,000**
Total Requirements	22,587,930	19,831,935	19,683,263	18,135,154	19,939,665	21,130,603	**1,190,938**
Departmental Revenue							
State, Fed or Gov't Aid	44,327	-	-	-	-	-	**-**
Current Services	18,294,507	19,482,196	22,562,950	20,916,358	20,925,442	20,952,775	**27,333**
Other Revenue	(121,280)	48,833	48	-	-	-	**-**
Other Financing Sources	454,128	-	-	-	-	177,828	**177,828**
Total Revenue	18,671,682	19,531,029	22,562,998	20,916,358	20,925,442	21,130,603	**205,161**
Operating Transfers In	-	235,290	-	685,000	685,000	-	**(685,000)**
Total Financing Sources	18,671,682	19,766,319	22,562,998	21,601,358	21,610,442	21,130,603	**(479,839)**
Rev Over/(Under) Exp	(3,916,248)	(65,616)	2,879,735	3,466,204	1,670,777	-	**(1,670,777)**
Budgeted Staffing					134.1	140.4	**6.3**
Fixed Assets							
Equipment	1,175,154	1,089,901	1,569,578	2,049,702	3,097,881	2,109,639	**(988,242)**
L/P Equipment	165,332	25,521	-	-	12,725	13,510	**785**
Total Fixed Assets	1,340,486	1,115,422	1,569,578	2,049,702	3,110,606	2,123,149	**(987,457)**

Salaries and benefits of $12,490,960 fund 140.4 budgeted positions and are increasing by $321,660. The staffing and cost increases result from the following changes, and are offset by reductions in workers' compensation costs and call back pay:

- the addition of 2.0 Automated Systems Technician positions due to workload;
- the addition of 1.0 Administrative Supervisor position to improve the organizational structure and oversight;
- the addition of 1.0 Office Assistant II position due to scanning workload increases;
- the mid-year transfer of 2.0 Automated Systems Analyst II positions from the Board of Supervisors;
- the increase of 0.3 in budgeted overtime due to the high vacancy factor.

In addition, the Human Resources Department completed a study to restructure the Computer Operations and Wide Area Network sections of Information Services at the department's request. The following classification changes are based on recommendations resulting from this study, and have been included in the final budget:
- establish the classification of Information Services (IS) Section Manager, Management Unit, salary range R77 ($86,944 - $111,342);
- establish the classification of Information Services (IS) Administrator, Administrative Services Unit, salary range R71 ($75,026 - $95,992);
- salary changes for the Systems Support Supervisor classification from salary range R71 ($75,026 - $95,992) to salary range R73 ($78,790 - $100,818);
- the reclassification of 1.0 Systems Support Supervisor and 1.0 Business Application Manager to IS Section Managers;
- the reclassification of 3.0 Systems Support Analyst IIIs and 1.0 Programmer Analyst III to IS Administrators.

The department also included the following changes to align actual job functions and correct budgetary under-fills:
- the reclassification of 2.0 vacant Computer Operator III positions to Systems Support Supervisor;
- the reclassification of an Automated Systems Technician to a Fiscal Specialist;
- the reclassification of an IT Account Representative II and a Programmer Analyst III to Business Systems Analyst IIIs.

Services and supplies of $8,548,073 primarily include costs for computer software, systems development charges, and equipment maintenance. The increase of $182,305 is due to increased COWCAP charges, anticipated computer software and systems development expenses, and is offset by the removal of travel and training expenses to a new appropriation unit.

Travel is a new appropriation unit for 2008-09. The amount budgeted of $310,770 reflects anticipated travel costs in the areas of private mileage, air travel, hotel, car rental, and conference fees for this budget unit. These costs were based on departmental analysis of past travel related expenses and future technical training needs, previously budgeted in the services and supplies appropriation unit.

Other charges of $6,868 include interest charges for the lease of the back-up generator. The slight decrease is due to the lease-purchase interest schedule.

Transfers of $1,281,904 are for internal administrative allocations and Human Resources charges. The decrease of $93,406 results from the removal of the transfer to the Auditor/Controller-Recorder for data entry services due to the transition to eTime.

Reimbursements of $3,060,551 represent payments for internal administrative costs and other position related costs from ISD's other budget units. The increase of $365,399 is primarily due to the Board of Supervisors reimbursement for two Automated Systems Analyst positions and the Human Services reimbursement of a Systems Support Analyst III.

Depreciation of $1,415,579 is increasing by $708,794 per the department's depreciation schedule.

Operating transfers out of $137,000 represent year one of a five year reimbursement to the general fund for the one-time Disaster Recovery policy item funding.

Current services revenue of $20,952,775 is comprised primarily of central computer revenues. The increase of $27,333 is due to Board approved rate changes. The department intends to use $177,828 in retained earnings to fund cost increases not included in the service rates.

Equipment purchases of $2,109,639 represent $1,709,639 for regular equipment replacement and $400,000 for unplanned customer requests to be expended only as needed, and reimbursed by the customer. Equipment purchases are decreasing by $988,242 due to the removal of one-time fixed asset purchases for Disaster Recovery. Lease-purchase equipment costs are $13,510 for the back-up generator and include an increase of $785 due to the payment schedule.

PERFORMANCE MEASURES				
Description of Performance Measure	2006-07 Actual	2007-08 Projected	2007-08 Actual	2008-09 Projected
Percentage decrease of Windows physical servers. (150 servers in 2005-06).	13%	20%	26%	N/A
Percentage of all physical servers virtualized.	N/A	New	8%	8%
Satisfaction rating from random product and service satisfaction surveys.	0%	75%	78%	75%
Satisfaction rating from yearly billing satisfaction surveys.	N/A	75%	82%	75%
Evaluate new rate metrics for WAN and circuit related cost recovery.	N/A	N/A	N/A	100%
Success rate of applications deployed to production after review by quality assurance.	N/A	98%	99%	99%
Percentage of disaster recovery site completed.	N/A	100%	0%	100%

ISD continues to strive to build and sustain a robust hardware and software support infrastructure to deploy countywide technology solutions, such as utilization of server virtualization technology. Virtualization technology enables a single physical resource, such as a server, to appear to function as multiple servers. The benefit of virtualization is a decrease in costs associated with server maintenance and support. The decision to obtain physical servers is not controlled by ISD, therefore the actual number of physical servers changes regularly. As a result, the department is replacing the performance measurement "Percentage decrease of Windows physical servers" with "Percentage of all physical servers virtualized." The Computer Operations Division completed the virtualization of 8% of the physical servers in 2007-08 resulting in less hardware and associated costs.

ISD met the performance measures to improve customer satisfaction by earning satisfaction ratings exceeding 75% on surveys for both products and services and yearly billing. In addition, ISD continues to review its cost recovery methodologies to improve service rate accuracy. The department is evaluating new metrics to recover wide area network (WAN) and circuit utilization costs. The new metrics are designed to recover costs based on actual usage as opposed to billing for these services based on the number of email accounts. The resulting benefit is that costs will be more accurately recovered, and departments will be inclined to monitor their usage due to potential financial impact.

ISD continues to focus on improving business processes and service expectations. The department created a quality assurance unit to review new applications prior to implementation, to avoid duplication of effort, minimize issues and costs, and increase efficiency. As a result, ISD was able to achieve a 99% success rate for applications deployed to production after review by quality assurance.

In 2007-08, ISD received one-time additional general fund financing to install and implement an offsite disaster recovery site for Intel-based computer applications. In 2008-09, the department plans to complete implementation and conduct integration disaster recovery testing to ensure the site is functioning as intended.